

Transcript: Justin

Mills-4956194455633920-4680693728100352

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Okay. My name is Celina Simeon. You give me, um, you give me como das aliza asirance. Hello? I'm here, I'm listening. What? How can I help you today? You give me a asirance. Como dasar assurance en ingles? I, estu- Insurance. Insurance! Okay, what staffing agency do you work for? What? What is the staffing agency you work for? Work for? Seg. Seg Staffing, got it. Last four of your social? What? What is the last four of your social? I am not listen. What is the last four digits of your social security number? . Um, my number? Last four digits of your social security number. . My name is Celina Simeon. Okay, I need the last four of your social to pull your file for you. . What? . I'm not listen. Are you still there? What is your last four digits of your social security number? The last four digits of your social security number. Okay. Five, two, five, two, seven, one. Five, two, seven, one, correct? Yes. Your first and last name. Yes, I'm Sope... I'm Sope, um- Asirance. And, and... . What is your first and last name? Uh, Simeon. . Spell that for me. . What? Will you spell it for me? For me? . Yes, my phone- Spell your first and last name for me please. Oh my gosh. . Last name for me please. Spell your first and last name for me please. . Okay. Celina Simeon. . Celina, Celina Simeon. And for security purposes, can you verify your home address including city, state and zip code? My address um, house... . My... . Uh, two, two, eight, two, eight, two, eight, nine. But not Vegas. Columbus, Ohio. I have a different address on file. . Hello? What is the address that you put down for Seg Staffing? . Yes. So, the two eight nine address, I didn't have that on file. I have a different address on file. Will you confirm the address you put down for Seg Staffing please? . Okay. . Thank you. . Hello, are you still there? Okay. Are you still there? What? Can you verify your home address including city, state and zip code please? . I'm not listen. . I need for you to verify your home address including city, state and zip code. What was the address you put down for Seg Staffing? Can you verify that for me? .

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker_2: Okay. My name is Celina Simeon. You give me, um, you give me como das aliza asirance. Hello?

Speaker speaker_1: I'm here, I'm listening.

Speaker speaker_2: What?

Speaker speaker_1: How can I help you today?

Speaker speaker_2: You give me a asurance. Como dasar assurance en ingles? I, estu-

Speaker speaker_3: Insurance.

Speaker speaker_2: Insurance!

Speaker speaker_1: Okay, what staffing agency do you work for?

Speaker speaker_2: What?

Speaker speaker_1: What is the staffing agency you work for?

Speaker speaker_2: Work for? Seg.

Speaker speaker_1: Seg Staffing, got it. Last four of your social?

Speaker speaker_2: What?

Speaker speaker_1: What is the last four of your social?

Speaker speaker_2: I am not listen.

Speaker speaker_1: What is the last four digits of your social security number?

Speaker speaker_3: .

Speaker speaker_2: Um, my number?

Speaker speaker_1: Last four digits of your social security number.

Speaker speaker_3: .

Speaker speaker_2: My name is Celina Simeon.

Speaker speaker_1: Okay, I need the last four of your social to pull your file for you.

Speaker speaker_3: .

Speaker speaker_2: What?

Speaker speaker_3: .

Speaker speaker_2: I'm not listen.

Speaker speaker_1: Are you still there? What is your last four digits of your social security number? The last four digits of your social security number.

Speaker speaker_2: Okay. Five, two, five, two, seven, one.

Speaker speaker_1: Five, two, seven, one, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Your first and last name.

Speaker speaker_2: Yes, I'm Sope... I'm Sope, um-

Speaker speaker_3: Asirance.

Speaker speaker_2: And, and...

Speaker speaker_3: .

Speaker speaker_1: What is your first and last name?

Speaker speaker_2: Uh, Simeon.

Speaker speaker_3: .

Speaker speaker_1: Spell that for me.

Speaker speaker_3: .

Speaker speaker_2: What?

Speaker speaker_1: Will you spell it for me?

Speaker speaker_2: For me?

Speaker speaker_3: .

Speaker speaker_2: Yes, my phone-

Speaker speaker_1: Spell your first and last name for me please. Oh my gosh.

Speaker speaker_3: .

Speaker speaker_2: Last name for me please.

Speaker speaker_1: Spell your first and last name for me please.

Speaker speaker_3: .

Speaker speaker_2: Okay. Celina Simeon.

Speaker speaker_3: .

Speaker speaker_2: Celina, Celina Simeon.

Speaker speaker_1: And for security purposes, can you verify your home address including city, state and zip code?

Speaker speaker_2: My address um, house...

Speaker speaker_3: .

Speaker speaker_2: My...

Speaker speaker_3: .

Speaker speaker_2: Uh, two, two, eight, two, eight, two, eight, nine. But not Vegas. Columbus, Ohio.

Speaker speaker_1: I have a different address on file.

Speaker speaker_3: .

Speaker speaker_2: Hello?

Speaker speaker_1: What is the address that you put down for Seg Staffing?

Speaker speaker_3: .

Speaker speaker_2: Yes.

Speaker speaker_1: So, the two eight nine address, I didn't have that on file. I have a different address on file. Will you confirm the address you put down for Seg Staffing please?

Speaker speaker_3: .

Speaker speaker_2: Okay.

Speaker speaker_3: .

Speaker speaker_2: Thank you.

Speaker speaker_3: .

Speaker speaker_1: Hello, are you still there?

Speaker speaker_2: Okay.

Speaker speaker_1: Are you still there?

Speaker speaker_2: What?

Speaker speaker_1: Can you verify your home address including city, state and zip code please?

Speaker speaker_3: .

Speaker speaker_2: I'm not listen.

Speaker speaker_3: .

Speaker speaker_1: I need for you to verify your home address including city, state and zip code. What was the address you put down for Seg Staffing? Can you verify that for me?

Speaker speaker_3: .